

CLAIMS:

We claim:

1. A method for performing a real-time service level agreement (SLA) impact analysis, the method comprising the steps of:
 - detecting an event arising from a specific resource;
 - determining whether based upon said event said specific resource cannot perform adequately to meet a term within an SLA which directly implicates said specific resource; and,
 - further determining whether based upon said event said specific resource inhibits another resource from performing adequately to meet a term within said SLA which does not directly implicate said specific resource, but directly implicates said another resource.
2. The method of claim 1, further comprising the step of establishing a hierarchy of resources within a shared database through which a relationship can be recognized between said specific resource and said another resource in said further determining step.
3. The method of claim 1, wherein said detecting event comprises the step of receiving an event from a management application charged with managing said specific resource.

4. A system of performing a real-time service level agreement (SLA) impact analysis comprising:
- a service level manager programmed to establish a plurality of SLAs directly implicating selected resources;
 - a relationship database configured for coupling to a plurality of management applications programmed to manage said selected resources; and,
 - a modeling and evaluation system communicatively coupled to said relationship database and said service level manager and programmed to perform a real-time SLA impact analysis based both upon resources directly implicated by said SLAs and also upon resources which are related to said resources directly implicated by said SLAs.
5. The system of claim 4, further comprising a hierarchy of dependencies between said selected resources.
6. The system of claim 5, further comprising a data warehouse coupled to said relationship database and configured to store said hierarchy.
7. The system of claim 4, wherein said modeling and evaluation system is disposed within said service level manager.
8. A machine readable storage having stored thereon a computer program for performing a real-time service level agreement (SLA) impact analysis, the computer

program comprising a routine set of instructions for causing the machine to perform the steps of:

detecting an event arising from a specific resource;

determining whether based upon said event said specific resource cannot perform adequately to meet a term within an SLA which directly implicates said specific resource; and,

further determining whether based upon said event said specific resource inhibits another resource from performing adequately to meet a term within said SLA which does not directly implicate said specific resource, but directly implicates said another resource.

9. The machine readable storage of claim 8, further comprising the step of establishing a hierarchy of resources within a shared database through which a relationship can be recognized between said specific resource and said another resource in said further determining step.

10. The machine readable storage of claim 8, wherein said detecting event comprises the step of receiving an event from a management application charged with managing said specific resource.

11. A method for assessing the impact of an indirectly implicated resource within an service level agreement (SLA) in real time, the method comprising the steps of:

establishing an SLA directly implicating a performance level for an underlying resource;

noting at least one resource upon which said underlying resource depends;

receiving an event arising from said at least one resource;

determining whether said event affects said underlying resource in meeting said performance level; and,

if said event prevents said underlying resource from meeting said performance level, generating a notification specifying an impact of said event upon said SLA.